



Plan  
Implement  
Configure  
Migrate  
Integrate

## ENTERPRISE SERVICE MANAGEMENT SOLUTIONS

ISS Solutions provides a comprehensive approach to service management solutions, meeting the needs of mid-size and larger organizations. Supplying more than just software, ISS Solutions helps clients *plan, implement, configure, migrate* and *integrate* software offerings, including Ivanti Service Manager. Our team can also help extend the use of your service management tools beyond IT, automating functions for other parts of the organization, such as facilities and human resources. Enterprise Service Management provides the benefits of increased accuracy, consistency, more informed decision making and improved client satisfaction.



### Ivanti Service Manager platform powered by HEAT Software

ISS Solutions has experience as a service desk provider, handling nearly half a million incidents per year. Although we work with many service management platforms, we chose Ivanti Service Manager as the ideal solution for our own internal use. Being both a reseller and a heavy user of the same IT Service Management tool gives ISS Solutions greater insight into the best approaches to address customer requirements.



### Rapid ROI

In today's environment, it is crucial that new projects deliver value to the organization quickly, with a robust return on investment. ISS Solutions helps clients achieve both goals by delivering systems designed to streamline operations and reduce the cost of ownership. Rapid implementation of ITIL-compliant processes that are ready to use out of the box helps to dramatically lower your total cost of ownership.



### Implementation Services

Our team of consultants has decades of experience in both service delivery and service management. They guide clients through the many decisions required to implement a successful service management system. Our consultants tailor each deployment to the needs of the client, while helping avoid customizations which would raise the cost of maintenance and support. ISS Solutions follows a methodology designed to deliver value quickly. Projects measured in days, not months.

# Why Ivanti Service Manager?



## Multi-Channel Self Service

Consumerization of IT, mobile and BYOD have led to increased user expectations for service. Ivanti Service Manager offers multiple, easy-to-access self-service channels and a tightly integrated knowledge base to make IT and other departments more efficient while increasing end-user productivity.



## Drag-and-Drop Workflow

Ivanti Service Manager workflow automation leverages a drag-and-drop interface, which eliminates the need for coding. In the space of a few minutes, administrators can create, manage and deploy workflows.



## Voice Automation

Callers don't want to wait for the next available agent, the opening of the help desk, or to be transferred around and instructed to tell their story over and over again. Wait times, transfer rates and abandoned calls are dramatically reduced by automating phone interactions.



## ITIL Certified

The service management solutions offered by ISS Solutions are ITIL compliant and carry the PinkVERIFY certification from Pink Elephant.



## Enterprise Service Management

Gain efficiency and consistency for your processes. Use Ivanti Service Manager cloud automation services for a quick and easy way to extend service management capabilities to all business areas, automating manual processes currently driven by ad-hoc emails, dated spreadsheets, or paper documents.

## Contact Us

ISSolutions.com/ESM

(800) 752-2290 ext. 149

ESMinfo@ISSolutions.com

# ISS Solutions